To: Assessment Directors, Accountant/Auditors, Finance Directors, City/Town Clerks, Treasurers, and District Treasurers

DLS Gateway Tips #2

10/2/2008

"Printer Friendly" Link vs. Print Button

You have two choices in printing a form –

1. Choice #1. You just want a "screen shot" of whatever values are on the screen, saved or not. In that case, click on *Printer Friendly* at the top right of the screen. It will allow you to print out just what is on your screen but the formatting may be different.
2. Choice #2. You want a correctly formatted printout of saved or submitted values, i.e. the official copy. Click on the Print button at the bottom of the screen. This will generate a PDF file in Adobe Acrobat Reader that you can save or print. (If nothing happens after clicking the button, ensure that you have a version of Adobe Reader on your computer.)

Illegal Characters

Did you try to **Save** or **Submit** a form and the screen says **Request is not allowed** in big red letters? The problem could be at with settings at the DOR or in what you are trying to submit. If the text that you have data entered into your form includes any of these characters –

$$\sim \text{`} \wedge * = \{ \} \mid \backslash < > [\;] \; " \; ;$$

the DOR firewall will stop the process. The >, <, and = symbols will often be used in accounting explanations, and * and " show up in many contexts. Deleting or substituting these characters will allow your data to be saved or submitted to the DOR's servers.

LA4 *Cannot Save Data-Data is Invalid*

BLA intentionally requires that filled rows in an LA4 have both a parcel count and a value. If you have a parcel count without a corresponding value in that row, you will get an error message ***Cannot Save Data-Data is Invalid***. The same goes for a value without a parcel count. The system will highlight the problem row in light red, *aka* pink. Fill in the missing value(s), and then **[Calculate & Save]**.

LA5 – Excess Levy Capacity

We revised the LA5 Options form recently to simplify reporting Excess Levy Capacity. Instead of one data entry cell that shows the computed Excess Levy Capacity and allows the user to overwrite that value, there are now two cells. One shows the computed Excess Levy Capacity (which cannot be overwritten) and another allows the user to overwrite the amount the assessors reported at the hearing if that value differs from the computed amount. Both values are stored in the database.

Read the Screen after Clicking Submit

Some users click [**Submit**] and walk away from the computer never reading the resulting screen to see the confirmation Yes/No prompt or any error messages. Whether clicking [**Calculate & Save]** or [**Submit**] buttons, always read the screen afterward to either take the next step or determine whether your desired action was successful.

Calculated Fields

If you are working in a form and it has a field tinted orange-brown, it is a calculated field that is either brought in from the database or is calculated whenever you click [**Calculate & Save].** Web forms do not behave like Excel and require a separate step to update fields such as subtotals.

You Can Do It – Gateway Usage To Date

As of Thursday, October 2, 2008, twenty-one communities have set their tax rates and 90% of these did it all through Gateway. Twenty-two cities and towns submitted their Schedule A, and 83% of these did it on-line through Gateway. Early submitters have typically been small to medium sized towns.

DLS Gateway Help and Support

Who do you call when you need help? If your problem or question is on the computer-technical side, DLS IT Support is at 617-626-2350 and the group email address is DLSITGroup@dor.state.ma.us . If the issue is on the assessment or accounting side, contact the BLA or BOA representatives you would ordinarily consult. Not sure on which side your issue lies? Contact either IT or BLA/BOA, and DLS will refer it internally to the right person.